Aircraft Dispatcher
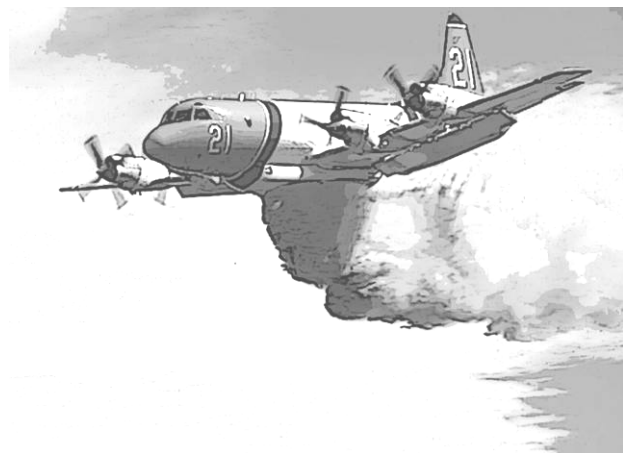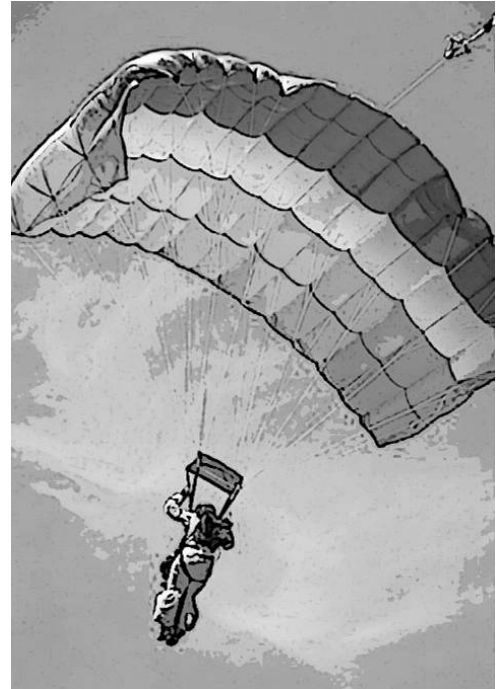
Instructor Guide
February 2005

AIRCRAFT DISPATCHER – ACDP

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COURSE INSTRUCTIONS

I. COURSE DESIGN

A. Overview

Aircraft Dispatcher is a 24-hour course designed to meet the training needs of those individuals needing formal training in order to gain competency in aircraft dispatching procedures.

The Instructor Guide contains all the information and references necessary for the course coordinator, instructors, and students. The course instructions contain the information concerning course administration. Subject material is presented in eight units of instruction. Exercises in the units are designed to demonstrate procedures. Reference material is provided to assist students in the classroom and on the job.

The course is designed to be interactive in nature containing several exercises designed to facilitate group and class discussion. The instructor cadre must be familiar with the course instructions and exercises.

B. Instructor Preparation

The material in this course is designed to be presented through a series of facilitated discussions and classroom aircraft dispatching exercises that students may encounter when supporting a wildland fire incident or tracking other aircraft activities. Instructors must devote adequate time for their presentations and should draw from their experiences to add realism and credibility to the information provided.

Due to the nature of the exercises in this course, seating should allow for ease of discussion and interaction between the students.

Lesson 1C will require instructors to use various exercise methods including instructor-led, entire group, and breakout group. See Lesson 1C for further instructions.

Unit 7 can be taught concurrently with Unit 8 by splitting the class into two groups. Half of the class attends the Unit 7 presentation during the morning session while the other group attends the Unit 8 presentation. The groups switch presentations for the afternoon session.

A computer lab is preferred to present Unit 7. However, the course can be presented by the instructor without students actually accessing a computer and the IAMS/CAHIS program. See Unit 7 for further instructions.

The group configuration for Unit 8 should be comprised of no more than four persons per group with no more than five groups. Ensure that groups are created with a mixture of experienced and inexperienced students. Poll the students prior to this unit to determine the individuals who have had map reading experience. See Unit 8 for further instructions.

II.   COURSE MATERIALS

See Appendix A for course ordering information. This appendix contains information on course presentation materials that need to be ordered as well as support material and equipment.

A.   Instructor Materials

The Instructor Guide and course CD-ROM contain all of the information needed for course presentation and list references for the course coordinator and instructors.

The course CD-ROM contains complete copies of the Instructor Guide, Appendices, and Student Workbook in bookmarked files in portable document format (pdf). A bookmark is an electronic index to aid the reader in finding specific portions of the publication. To access the bookmark function, open the file, and click on the bookmark tab.

Appendix C contains the job aids and guides used in the class. The TFR Guide and IAMS User Guide are included on the course

CD-ROM; updates can be downloaded through the "Aviation" link at **www.nifc.blm.gov**. Appendix D contains the instructor and student course evaluations.

B. Key to Instructor Materials

The Instructor Guide provides instructor notes to assist with teaching techniques and are presented in **BOLD CAPS** in the lesson plan.

The "Aid & Cues" column serves as a reminder to display or refer to specific lesson materials, such as Student Workbook page numbers.

The codes listed in the Aids and Cues column are as follows:

IR	–	Instructor Reference
EP	–	Electronic Presentation (PowerPoint)
SW	–	Student Workbook page number reference
VT	–	Videotape

C. Student Workbook

Student Workbooks should be ordered/printed prior to the beginning of the course, one for each student. An electronic version of the Student Workbook is located on the course CD-ROM.

The TFR Guide and the IAMS User Guide are not included in the Student Workbook and must be downloaded and inserted into the Student Workbook (IAMS User Guide placed in Appendix B; TFR Guide in Appendix C).

D. Sample Agenda

A sample agenda is located at the end of this course instruction. Time frames may be omitted from the agenda distributed to the students. The agenda should be inserted into the Student Workbook prior to the beginning of the class.

III.   INSTRUCTOR PREREQUISITES

A.   Cadre Qualifications and Participation

Due to the interactive nature of the course and the complexity of the ACDP job itself, course instruction should be conducted by highly-experienced instructors.

B.   Course Coordinator/Lead Instructor

The individual assigned should have excellent organizational and coordination skills, have good attention to detail, and be willing to devote time outside the course hours to prepare for the next day's activities.

C.   Instructors

1.   The lead instructor must be an experienced Aircraft Dispatcher and skilled in all unit subject areas.

The course coordinator/lead instructor and instructors should discuss lesson plan assignment from the standpoint of their experience, qualifications, and ability to relate to the material in a particular lesson.

Instructors need to be current experienced Aircraft Dispatchers.

2.   Each instructor should be familiar with all course exercises.

Instructors with broad experience in different geographic areas of the country are helpful to students when addressing questions or area-specific situations encountered. Relating personal experiences in order to enhance course presentation is encouraged. Personal experiences as examples to illustrate proper or improper process and alternatives are very effective. However, any diversions from the outline should be short and to the point.

D.   Cadre Meeting(s)

Unless all instructors have presented the course before and are familiar with the conduct of the exercises, a pre-course cadre meeting or conference call with all instructors present could be beneficial.

IV.   STUDENT TARGET GROUP

This training is designed for individuals who have some or no previous training or experience in the aircraft dispatch function.

V.   STUDENT PREREQUISITES

A.   Training Courses

Nominated students should have successfully completed:

- Introduction to ICS, I-100

- Basic Fire Suppression Orientation, S-110

- Dispatch Recorder, D-110

B.   Prerequisite Experience.   None

C.   Recommended Experience. Fire dispatch, aircraft dispatch, and dispatch recorder would be helpful.

VI.   COURSE SELECTION LETTER

See the Course Coordinator's Guide, PMS 907, NFES 2226, for information on selection letters. This guide is accessible at http://www.nwcg.gov/pms/training/PMS907.pdf

An example of the course selection letter is located at the end of this introduction section.

VII. COURSE OBJECTIVES

Course objectives are stated in broad terms that define what the student will be able to do upon completion of the course.

At the successful completion of this course, students will:

- Describe the roles and responsibilities of an aircraft dispatcher within the organization.

- Complete the appropriate Resource Orders when mobilizing air resources such as airtankers, helicopters, and smokejumpers.

- Describe the importance of airspace coordination during wildland fire operations and actions/procedures followed by an aircraft dispatcher to mitigate airspace conflicts.

- Identify types of frequencies commonly used during wildland fire operations and the reference materials utilized for frequency management.

- Determine when flight following is required and identify appropriate methods for given situations.

- Use and complete administrative forms such as FS-122, OAS-23, SAFECOM, etc., and follow procedures and guidelines associated with those forms.

VIII. RECOMMENDED CLASS SIZE

Because of the interactive nature of the course, the ideal class size is 25 students divided into 5 groups of 5 persons each.

Classroom seating should be arranged to accommodate group exercises. Adequate room facilities and space are essential to the success of the course.

When selecting students for each group, the course coordinator should maintain a balance of experience (separating persons from the same unit or geographical area).

The course coordinator/lead instructor and cadre should be present at all classroom sessions.

IX.   SPACE AND CLASSROOM REQUIREMENTS

A.   Training Facility

The characteristics of the classroom and support facilities influence the quality of any course. General recommendations and guidelines for selecting facilities can be found in the Course Coordinator's Guide, NFES 2226 (or at http://www.nwcg.gov/pms/training/PMS907.pdf).

The room should be large enough to comfortably accommodate up to 30 people (including instructors), allowing enough space for groups to work interactively both standing and sitting at round tables.

The cadre itself needs either a small separate cadre room nearby or a large area at the back of the room in which to work, prepare for exercises, etc.

In the room, the ability to alter lighting variably and independently in both the front and back of the room is critical for the PowerPoint projector presentations.

B.   Computer Lab (if available)

The computer lab should have sufficient terminals to accommodate two students per computer.

The computer lab must have an instructor computer with CD-ROM and LCD projector and screen.

C.   Equipment

1.   Video

The ACDP video is used with a VCR and monitor.

2.   Slides

There are no hard-copy mounted slides available for this course. The slides are available only in a computer-based PowerPoint format for presentation on the ACDP CD-ROM.

Procuring equipment with the power, capability, and functionality to present slides in a non-darkened room using PowerPoint presentation equipment and software is critical to the success of this course.

For the course, this format will require a computer, software, and computer projection system with the following specifications:

a.   One (1) CD-ROM drive for loading the PowerPoint presentation on to the computer hard drive.

b.   Pentium-class computer is required.

c.   Projector

Portable projector consisting of a color data and video LCD desktop projection system tied to the computer.

d.   Infrared or radio remote mouse (slide changer), if available

Remote mouse with associated infrared receiver hooked to the computer, and software installed to run the mouse (the "air" mouse is similar to a remote slide advance system).

> e. Infrared laser pointer with batteries
>
> f. Large 8' x 8' screen
>
> g. Small table to accommodate computer and projection system.

X. EVALUATION

The course evaluation is completed at the end of the class by each student. The course coordinator/lead instructor needs to consolidate the findings and forward them to the hosting geographic area training center.

A. Student Evaluation

Each unit has measurable objectives; these define what the student will be able to do upon completion of that unit. To satisfy the objectives, the student will be required to participate in the entire class and complete all exercises and assignments. The cadre will evaluate each individual's performance as either passing or failing through observation of participation and execution of exercises.

B. Course Evaluation

Students will complete a final course evaluation at the end of the course. The critiques are used for analysis and future course improvements.

XI. APPENDICES

A. Appendix A – Course Ordering Information

B. Appendix B – Electronic Presentation Masters

The electronic presentations are located on the course CD-ROM.

C.   Appendix C – Job Aids and References

The Aircraft Dispatcher Job Aid, the IAMS User Guide, and the TFR Guide are located on the course CD-ROM. The "IAMS User Guide" and the "TFR Guide" are used as references in this course. The most current copies of the guides can be found online at: **http://www.nifc.blm.gov/nsdu/aviation/index.html**

D.   Appendix D – Evaluations

Student and instructor evaluations are located on the course CD-ROM.

SAMPLE AIRCRAFT DISPATCHER AGENDA

Day 1

0800-0830	Unit 0 – Course Introduction
0830-0900	Unit 1A – Flight Criteria and Classification
0900-0915	Break*
0915-1000	Unit 1B – Aircraft Sources
1000-1015	Break*
1015-1200	Unit 1C – Aircraft Ordering Procedures and Exercise
1200-1300	Lunch
1300-1340	Unit 1D – Point Location Descriptions
1340-1430	Unit 2 – Administration
1430-1445	Break*
1445-1545	Unit 2 – Administration (continued)
1545-1600	Break*
1600-1640	Unit 2 – Administration (continued)
1640-1700	Wrap up and daily review

Day 2

0800-0830	Review
0830-0900	Unit 3 – Flight Following
0900-0915	Break*
0915-1015	Unit 3 – Flight Following (continued)
1015-1030	Break*
1030-1130	Unit 4 – Aircraft Use Report
1130-1230	Lunch
1230-1330	Unit 5 – Communications
1330-1340	Break*
1340-1450	Unit 6 – Airspace Coordination
1450-1500	Break*
1500-1600	Unit 6 – Airspace Coordination (continued)
1600-1610	Break*
1610-1710	Unit 6 - Airspace Coordination (continued)
1710-1730	Wrap up and daily review

Aircraft Dispatcher Agenda, continued

Day 3

	Unit 7—IAMS/CAHIS	Unit 8—Airspace Mapping
0800-0815	Review/critique	
0815-1200	Group "A"	Group "B"
1200-1300	Lunch	
1300-1645	Group "B"	Group "A"
1645-1700	Break*	
1700-1715	Close out	

* Adjust breaks as appropriate.

SAMPLE STUDENT LETTER

[Date]

Dear ACDP Participant:

You have been selected to attend the Aircraft Dispatcher (ACDP) course in [location]. The course starts *[Date and Time]* and ends *[Date and Time]*.

When making travel arrangements for the course, make sure to be on time for the course and to make arrangements to travel home after the end of the course.

If necessary, you are responsible for making your own arrangements for approval of overtime or compensation time for travel outside normal work hours.

Additionally, you are expected to bring to the course your own:

If you have any questions or concerns, please call *[Name of Course Coordinator]*, at *[Course Coordinator Phone Number]*.

Sincerely,

[Course Coordinator Name]

NOTES